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HONORING OUR LEGACY
GROWING TO SERVE

20



MISSION STATEMENT

We affirm the dignity and individual worth of older adults and their right to attain the highest possible quality of life. We strive to nurture and sustain their physical, emotional, intellectual, social, and spiritual health. We are committed to having a community in which every member is equally respected, valued, and empowered.

Letter from the Board Chair ■ Margaret G. Weitzel



Our founder and benefactress, Eliza Wallace Jennings, dedicated her life to serving individuals in her community who were most vulnerable and in need. Her passion for service and philanthropy created a lasting legacy that guides us in our Mission to serve older adults and ensure their dignity, quality of life, and sustained independence.

— Margaret G. Weitzel

Our founder and benefactress, Eliza Wallace Jennings, dedicated her life to serving individuals in her community who were most vulnerable and in need. Her passion for service and philanthropy created a lasting legacy that guides us in our Mission to serve older adults and ensure their dignity, quality of life, and sustained independence.

For more than 130 years, Eliza Jennings has remained committed to providing innovative and enhanced care and services. Our organization has grown from the historic home on Cleveland's West Side to a network that offers the full spectrum of aging services. This past year, Eliza Jennings provided independent and assisted living, skilled nursing and long-term care, hospice services, specialized memory support, and rehabilitation services to residents within our residential communities. We also provided skilled home health care and adult day services for older adults living in the general community, enabling them to receive services and support while continuing to live in their homes.

As a not-for-profit organization, Eliza Jennings offers all residents the assurance of a lifelong home with access to the care and services they may need should they exhaust their financial resources. Furthermore, Eliza Jennings serves a growing number of low-income older adults whose care is funded by Medicaid. In Fiscal Year 2020, Eliza Jennings sustained \$4.4 million in the cost of charitable care and the shortfall between the Medicaid reimbursement we received and the actual cost of the care provided.

In the spring of 2020, following a comprehensive planning process that began in 2017, Phase 1 of the Master Facilities Plan at the Renaissance Retirement Campus was launched. The multi-phase Plan outlines a Campus that will enhance the lifestyle and wellness options for current residents, and continue to offer expanded facilities and services to future Renaissance residents.

We are grateful to the independent living residents at the Renaissance Retirement Campus who generously contribute their financial support and devote their time, expertise, and volunteer service to the Renaissance community. Their gifts and service are especially meaningful as a demonstration of their willingness to invest in the future of their home.

CO



The strength of our Mission has never been more evident than during this pandemic crisis. We are profoundly grateful to Eliza Jennings' Health Care Heroes from all departments, who serve and support Northeast Ohio's most vulnerable older adults. Their commitment to compassionate care, excellence, and service is directly in line with the legacy bestowed by our benefactress, and remains at the heart of all we do. Because of their unwavering commitment to our organization, and particularly to our residents, our communities remain safe, our quality of care remains high, and residents and their families feel secure.

We are especially grateful to those of you who have offered support and encouragement for residents and staff members in the form of cards and letters, flowers, donations of face masks and personal protective equipment, and gifts of meals and snacks.

We continue to rely on the generosity of friends, families, residents, staff, and corporate sponsors and remain deeply grateful for your tremendous support. This support and the volunteer leadership of our Board of Trustees helps to ensure that our organization maintains the resources to sustain Eliza Jennings' legacy of compassionate care. We acknowledge and thank them for their ongoing commitment and significant contributions of time and expertise which serves to strengthen and sustain our organization's mission through the coming years.

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Letter from the President & CEO ■ *Richard M. Boyson Jr.*



For more than 130 years, our organization has honored the legacy of our benefactress, providing innovative care to older adults and evolving to meet the challenges of a changing landscape of aging services.

...Through the diligent efforts of our trustees, leadership, and staff members, and the generous support of residents, families, businesses, and the community, we were able to achieve another year of record growth and financial performance, consistent with the last five years.

— Richard M. Boyson Jr.

For more than 130 years, our organization has honored the legacy of our benefactress, Eliza Wallace Jennings, by providing innovative care to older adults and evolving to meet the challenges of a changing landscape of aging services.

In the face of unprecedented circumstances presented by the COVID-19 pandemic, Eliza Jennings remained true to our Mission to support the highest quality of life for the older adults we serve. Through the diligent efforts of our Trustees, leadership, and staff members, and the generous support of residents, families, businesses, and the community, we were able to achieve another year of record growth and financial performance, consistent with the last five years.

These achievements included sustaining a 95% occupancy level, the highest sustained census in our organization's history; a record 11% sustained financial margin; a record number of prospective residents on the Renaissance Independent Living wait list; and a consolidated debt level of \$45.2 million, the lowest in 20 years. These achievements provided the opportunity to invest \$2.6 million in capital improvement projects throughout our communities, the largest capital investment in 20 years. As a result, we are now poised to complete the construction projects that will prepare the 30-year old Renaissance Campus to offer the enhanced lifestyle that our residents seek and deserve for today and tomorrow.

We are grateful to those who have supported these projects through their generous gifts to the capital campaign, "Honoring the Legacy/ Growing to Serve," making this initial success possible. The generosity of friends and families, residents and staff, Trustees, and business partners helped us to raise additional funds to meet our goals and ensure the very best outcome for these exciting projects.

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Even as we celebrate these successes, the health and safety of our residents and team members remains our highest priority. Eliza Jennings staff and communities are working hard to provide residents the support and care they need during this extremely difficult time. We are continuing to exercise every precaution as directed by the State of Ohio and the Centers for Medicare and Medicaid.

We are grateful for the tremendous support our communities are receiving as our committed staff members work to keep residents healthy, safe, and connected. We would like to thank all of the family members, friends, businesses, and community partners who continue to show appreciation and support our efforts through their kind words of encouragement, donations of personal protective equipment, and in-kind gifts. It is always gratifying, but even more so now during this challenging time.

We are proud that Eliza Jennings was a NorthCoast 99 Award recipient for the eleventh time. NorthCoast 99 is an annual recognition program presented by ERC, a provider of human resources services. We are honored to be recognized among 99 top-ranked Northeast Ohio employers offering meaningful work, opportunities for career development, competitive compensation, and a healthy workplace culture.

We were honored that Eliza Jennings was named a Mt. Sinai Health Care Foundation 2020 Maurice Saltzman Award recipient. This year, the Foundation honored Cleveland's Health Heroes who serve and support Cleveland's vulnerable, at-risk populations during the COVID-19 pandemic, and

perform duties necessary to meet health and safety needs under the most challenging of circumstances. The Foundation partnered with WKYC Channel 3 to recognize dedicated staff members from all disciplines as they diligently and tirelessly work to protect the safety and well-being of the older adults we serve. Thank you to our Eliza Jennings employees for putting the care of others before themselves every day and being the heroes they are!

During these unprecedented times, the impact of our Mission is more evident than ever before. We are all working together to keep our communities safe, deliver excellent care, and provide the highest quality of life for our residents. We are grateful to every member of our Eliza Jennings family who is helping us achieve our goals so that we may continue to grow and expand to better serve Northeast Ohio's older adults, now and in the future.

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Honoring Our Residents

LIFE ENRICHMENT AT ELIZA JENNINGS HEALTH CAMPUS

Creative arts programs provide many benefits for residents, including opportunities for self-expression and connection.

"We are trying to always encourage self-expression and self-determination in all we do," said Chris Gray, Life Enrichment Director at Eliza Jennings Home. "Art Club, Writing Club, and Poetry Club are all avenues that enable us to come together to celebrate life."



Residents of Eliza Jennings Health Campus collaborate to create works for the annual LeadingAge Ohio Art & Writing Show.

Eliza Jennings Creative Arts Programs

Another example of creative arts programming at Eliza Jennings Health Campus is the EJ Awesome Choir. The Choir performs original mini-musicals for Eliza Jennings residents and staff members. Singing provides many benefits for older adults; research has shown that singing can lift spirits, increase immunity, lower stress, and improve mental alertness.

Last year, the original production of "The Red-Eye Gravy Café" included a variety of favorite songs selected by residents and a script written by the

Life Enrichment staff. The resident choir performed the songs in a sing-along program, accompanied by a delightful cast of characters portrayed by Eliza Jennings staff members. The production served up generous helpings of laughs and good fun for all.

Creative programs such as these are essential for optimum well-being for residents, particularly during these challenging times of social distancing and restrictions to visits from family and friends. When the stay-at-home order came into place early



Fancy Seat, a collaborative work created by Eliza Jennings Health Campus residents, was submitted to the 2019 LeadingAge Ohio Art Show.



Life Enrichment Director Chris Gray, pictured with residents' award-winning artwork exhibited at a LeadingAge Ohio Art Show.

Creative arts programs provide many benefits for residents, including opportunities for self-expression and connection. Residents of Eliza Jennings Health Campus collaborated on two pieces for the 2019 LeadingAge Ohio annual Art & Writing Show. Working together, residents created a decoupage wooden stool titled *Fancy Seat*, and a diorama titled *Butterfly World*.

Residents also collaborated to write prose and poetry based on their life experiences and day-to-day life at Eliza Jennings Health Campus, and have previously been honored at the regional and state level. "We are trying to always encourage self-expression and self-determination in all we do," said Chris Gray, Life Enrichment Director at Eliza Jennings Home. "Art Club, Writing Club, and Poetry Club are all avenues that enable us to come together to celebrate life. The LeadingAge Art & Writing Experience offers us a chance to share, express, dream, and hope in all circumstances."

LeadingAge Ohio is a nonprofit trade association representing approximately 400 aging services providers in more than 150 Ohio towns and cities. Each year, LeadingAge Ohio invites novice and experienced resident artists and writers to display their work at district shows throughout Ohio. District winners progress to the statewide exhibit that occurs during the LeadingAge Ohio annual conference in Columbus.

on in the COVID-19 pandemic, group programming was necessarily postponed to protect the health and safety of residents and staff members. Since then, life enrichment opportunities for creative expression have been offered through individual, in-room visits. These personalized opportunities help ward off isolation and promote creativity, socialization, and engagement while residents shelter safely in place. The adaptation of creative programming for residents ensures that residents will continue to achieve the highest quality of life during these extraordinary times.



Butterfly World, a collaborative work by Eliza Jennings Health Campus residents.

Without our dedicated employees, whose cooperative efforts embody Eliza Jennings' core values, it would be impossible to provide the highest level of care and quality of life for the older adults we serve each day. The contributions, service, and sacrifices made by each of our team members bring great value to our organization and to our residents and their families.



Devon Oaks team members were greeted with signs of appreciation at their Campus and in their front yards at home.



Devon Oaks Assisted Living hosted a Courageous Caregiver Carnival to honor and recognize team members for their outstanding commitment.



Devon Oaks' leadership rolled up their sleeves for an appreciation car wash for staff and family members.

Honoring Our Health Care Heroes

CARING FOR THOSE WHO CARE FOR OUR RESIDENTS

Without our dedicated employees, whose cooperative efforts embody Eliza Jennings' core values, it would be impossible to provide the highest level of care and quality of life for the older adults we serve each day. The contributions, service, and sacrifices made by each of our team members bring great value to our organization and to our residents and their families.

The true strength of our Mission has never been more evident than during the current pandemic crisis. Words hardly seem sufficient to express our gratitude to our employees for the commitment they have demonstrated to Eliza Jennings and our residents. Because of their tireless dedication and hard work, our community environments have remained safe, our levels of care remain high, and our residents and their families feel secure.

To show our heartfelt appreciation, each of our Eliza Jennings communities has implemented fun and creative approaches to honoring and recognizing these exceptional staff members.

Over the past year, Devon Oaks Assisted Living team members have been delighted and surprised on several occasions. In the spring, team members arriving to work were greeted by a giant "Thank You" sign prominently

positioned in front of the community. Employees also received a surprise when they discovered signs of appreciation in the front yard of each of their homes, placed secretly by members of the Devon Oaks leadership team.

Devon Oaks' leadership team also hosted a car wash for staff and family members and arranged visits from local food trucks. Employees enjoyed delicious gyros, pita pizzas, fried pickles, frozen custard, and other tasty treats.

One of the highlights of the summer was the Courageous Caregiver Carnival to honor and recognize team members for their outstanding commitment during the COVID-19 pandemic. We are profoundly grateful to Devon Oaks family members, whose generous support helped make this very special celebration possible. Each team member received a Courageous Caregiver Carnival t-shirt and tickets for games. Prizes included Devon Oaks swag and gift cards for restaurants and shopping. Slushies served in a color-changing Devon Oaks keepsake cup provided a refreshing treat. The hit of the carnival was the dunk tank where staff members tried to dunk members of Eliza Jennings leadership, including Eliza Jennings President and CEO Richard Boyson. Residents got in on the fun, too!

We are very grateful to all of our dedicated staff members throughout our communities and services who are working diligently to provide compassionate care, engage residents in individualized life enrichment opportunities, and exercise extra measures and precautions

to protect residents' health and well-being, keeping our communities sanitized and safe. Thank you to all of our team members for the great work you are doing!



Thank you Staff!

Growing to Serve

MASTER FACILITIES PLAN | RENAISSANCE

The Master Facilities Plan has generated tremendous excitement and outlines a future campus that will continue to offer the lifestyle that residents seek and deserve for today and tomorrow. Expanded facilities and services will offer the optimum in life-enhancing environments for older adults.



Members of the Renaissance resident Buildings and Grounds Committee were honored at Eliza Jennings' 2019 Donor Holiday Reception, hosted by the Renaissance Retirement Campus.

Grow

The Renaissance Retirement Campus opened its doors in 1989. The Life Plan community was one of the first of its kind, serving independent older adults seeking a fulfilling lifestyle in an upscale, maintenance-free environment with peers who share their passion for life. The grounds and buildings, designed to optimize wellness and quality of life, feature scenic ponds, walking paths, and gardens. Residents enjoy an array of amenities, including world-class dining, advanced care options, health and wellness programs, and hospitality services, all designed to make aging the experience of a lifetime.

Eliza Jennings has made remarkable progress over the years, achieving the ability to support the implementation of a multi-phase Master Facilities Plan to further expand options and choices for Renaissance residents. Following a comprehensive

planning process that began in 2017, Phase 1 of the Plan was launched this past spring. Construction of a new fitness center featuring a pool, fitness studio, and expanded fitness center as well as an expanded bistro and new gift shop is underway.

The new, 10,444 square-foot fitness center will feature a heated, saltwater pool for aquatic fitness programs, recreation, and physical therapy. Floor-to-ceiling windows, wooden beams, and an ample deck create an inviting space for lounging and relaxing. A studio room for group exercise, such as aerobics and yoga, and state-of-the-art fitness equipment room are designed to maximum well-being for daily living.

Residents and their guests will enjoy expanded seating and carry-out options for casual dining in the renovated bistro, as well as a venue for private dining. Designed to bring in

Building and Grounds Committee Members

Our mission to provide the highest quality of life for the older adults we serve requires that we continue to grow and evolve to meet their changing needs and expectations. We are tremendously grateful for the generosity of everyone who supports our mission with their generous gifts of time and talent.

We would like to honor and acknowledge the members of the Buildings and Grounds Committee, Renaissance Independent Living residents whose commitment and work helped lead to the successful implementation of Phase 1 of the Renaissance Master Facilities Plan detailing renovations and new construction projects throughout our campus.

Planning for these exciting projects began three years ago and has included work by many, including the Board of Trustees, members of our Leadership Team, and Renaissance staff and residents. We are grateful for their investment of time, service, and expertise.

*Sue Adams
Carol Cable
Elaine Cook
Al Coune*

*Kay Eaton
Ron Fleming
Joan Kafer
Susan Kelley*

*John Koenig
Richard Poyer
Ted & Martha vonCzoernig
Hilton & Dora Young*



Honoring our Legacy, Growing to Serve

more natural light, the bistro will offer a warm atmosphere for residents to meet with family, friends, and neighbors while enjoying a great culinary experience.

The Master Facilities Plan has generated tremendous excitement and outlines a future campus that will continue to offer the lifestyle that residents seek and deserve. Expanded facilities and services will offer the optimum in life-enhancing environments for older adults.

Planning is also underway for Phase 2 of the Master Facilities Plan, a new assisted living community, a building that will expand options for assisted living residents with enhanced amenities and services should they require those services. Phase 2 completion is anticipated in early 2022.

Phase 3 of the Master Facilities Plan includes the complete renovation of the Renaissance skilled nursing community. Plans include all single rooms with private baths and showers, updated furnishings and lighting, access to outdoor spaces, and a wing for short-term rehab residents.

Other recent improvements to the campus include a newly expanded patio, a fully renovated living room, and a newly-appointed tap room. These enhancements will improve the satisfaction and comfort of current residents and attract new residents who will enjoy and appreciate our scenic campus.

We are completing many exciting renovations to enhance our active lifestyle community. Visit us online regularly at <https://renaissance.elizajennings.org/renaissance-renovations/> to see what's coming and view our progress.

Resident Spotlight:

RICHARD POYER

Renaissance resident Richard Poyer likes to be aware of what's going on in his community. As a former long-time resident of Berea, Poyer served on the Board of Directors of the Chamber of Commerce and collaborated with the city's civic and business leaders. Poyer now resides at the Renaissance Retirement Campus, and stays informed through his involvement in Campus activities.

In the spring of 2020, the Renaissance began construction on a Master Facilities Plan - a multi-year, multi-phase expansion project to enhance the Renaissance Retirement Campus. Phase 1 of the Plan is a new state-of-the-art fitness and aquatic center, and expanded bistro dining and gift shop.

A Buildings and Grounds Committee of Renaissance Independent Living residents was created to work with staff and leadership and assist with that effort. A primary responsibility of the Committee is to assist management in identifying priority projects that address renovations, replacement, additions, and enhance the interior and exterior of the buildings and grounds on the Renaissance Campus.

"The Renaissance is my home and I enjoy living here," said Poyer. "I felt I could offer something from my experience." Poyer wanted to be involved as the Renaissance continued its plans for the future to offer enhanced services and facilities for current and future residents. He joined the Buildings and Grounds Committee and, subsequently, the Renaissance Design Team.

Poyer always wanted to be an architect. After serving in the Army, he joined a firm which he eventually bought, and later established the firm of Poyer, Porcelli, & Ramage. He sees his role on the Design Team as a resident representative and advocate. He serves as an observer, offering feedback only when he feels strongly about an issue or a foreseeable problem.

"I was interested in watching the selection of architects, engineers, and contractors, and how they tackled the program given them, keeping the current project on schedule and within budget," said Poyer. "Everyone is working well together."



Resident Richard Poyer, far left, tours the Renaissance construction site with Renaissance Executive Director Sandy Skerda, Director of Resident Services Margaret Baratko, and Director of Maintenance Brian Gregg.

"We have an advantage over most senior communities and that is our campus. We, the current residents, need to know that the Renaissance will continue to be the great community we know and love. By giving to the capital campaign, 'Honoring the Legacy/ Growing to Serve,' you will have the satisfaction of knowing you were part of making this happen."

— Richard Poyer

Renaissance Retirement Campus Resident
Building and Grounds Committee and Design Team Member

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Richard Poyer serves on the Renaissance Building and Grounds Committee with fellow residents. Pictured: Joan Kafer, Al Coune, Poyer, and Elaine Cook.

To remain in the forefront of aging services, Poyer agrees that it is essential that the Renaissance stays ahead of the needs and desires of its residents and offers what seniors want now and in the future. He says it has been a great experience to see the Donley's Inc. construction team handle execution of the program and work with management to solve any issues as they arise while considering, foremost, the budget and what is best to serve Renaissance residents.

For individuals thinking about supporting expansion efforts at the Renaissance, Poyer encourages considering making a gift to the capital campaign. As an Eliza Jennings community, the Renaissance shares in the organization's long history of providing excellent care and services to Northeast Ohio's older adults.

"We have an advantage over most senior communities and that is our campus," said Poyer. "We, the current residents, need to know that the Renaissance will continue to be the great community we know and love.

By giving to the capital campaign you will have the satisfaction of knowing you were part of making this happen."

"We have a beautiful campus and a superb staff providing us with more than we need for a good life and continuing care," said Poyer. "Once you join the happy and friendly residents at the Renaissance campus you know you are content to be here for life. Nothing could be better."

Gifts to the capital campaign help to fulfill our mission and support enhanced services and facilities at the Renaissance. To make a tax deductible contribution or to learn more, please contact the Advancement Office at 440.540.4700 or visit elizajennings.org.



Renaissance resident Richard Poyer and Donley, Inc. Construction Superintendent John Sasyn at the site of the new fitness and dining areas.



Development Year in Review

HONORING OUR LEGACY – ENSURING OUR FUTURE

More than 130 years ago, our benefactress, Eliza Wallace Jennings, committed her personal funds to ensure the care of older adults. The support we receive from individuals, families, and businesses in our community helps to ensure that Eliza Jennings maintains the resources to continue Eliza Wallace Jennings' legacy of care.

Especially during these challenging times, your gift of support demonstrates to our residents and staff that we are truly not alone as we work to ensure the safety and well-being of every older adult we serve.

We are deeply grateful to the friends, families, residents, staff, and corporate partners whose annual giving helps us to fulfill our Mission, support our dedicated team members, and continue to offer expanded and innovative choices that promote health and well-being for the area's older adults.

We would like to acknowledge and thank the Home Savings Charitable Foundation for their generous contribution of \$10,000 to support Eliza Jennings Health Campus as we address challenges presented by the COVID-19 pandemic. This year, the Foundation made a commitment to help support local not-for-profit organizations focused on providing health care, wellness services, and related essentials to older adults.

Your generous gifts to the Eliza Jennings Stewardship Fund help support resident assistance care, capital improvements at each of our communities, care for low-income elderly, and programs that support professional development and work-life balance for our staff.

In the fall of 2019, Eliza Jennings launched the Renaissance Retirement Campus capital campaign, "Honoring the Legacy/Growing to Serve." Opportunities for giving will likely continue through the current fiscal year. Gifts to the campaign help support implementation of the Master Facilities Plan to complete improvements and expansions at the Renaissance. The Plan outlines a future campus that will continue to offer the optimum in life-enhancing environments and improve the satisfaction and comfort of current and future residents.

We are deeply grateful to the friends, families, residents, staff, and corporate partners whose gifts each year help us to fulfill our Mission, support our dedicated team members, and continue to offer expanded and innovative choices that promote health and well-being for the area's older adults.





We are particularly grateful to Renaissance Independent Living residents for their generous financial support and volunteer service. Their gift of time and resources is profoundly gratifying and demonstrates their willingness to invest in the future of their home.

As a not-for-profit organization Eliza Jennings offers all residents the assurance of a lifelong home with access to the care and services they may need should they exhaust their financial resources through no fault of their own. In addition, Eliza Jennings serves low-income individuals whose care is funded by Medicaid. In fiscal year 2020, the cost to Eliza Jennings for unreimbursed costs of care was nearly \$4.4 million.

The fulfillment of our mission would not be possible without the resources of our caring and committed staff members who enrich the lives of residents each day. Scholarship opportunities are invaluable to Eliza Jennings employees. We are grateful for a \$20,000 gift from the family of Jean Schilder to the Schilder Scholarship Fund, a program supporting all Eliza Jennings employees who seek to further their educational goals. The generous support from the Schilder Scholarship Fund and the newly established The Allotta Family Scholarship Fund increases our ability to support the educational and professional achievement of our dedicated staff.

Volunteers help to create meaningful experiences by assisting with programs and activities, providing entertainment and pet therapy, and completing service projects within our buildings and grounds. Although onsite volunteer opportunities within our communities have been restricted this year due to the COVID-19 pandemic, we would like to acknowledge and thank the many individuals, students, and corporate groups who have contributed their time and talent to make a positive difference in the lives of residents at each of our communities.

We have been deeply moved by the outpouring of encouragement and support our communities are receiving from families, corporate partners, and individuals and groups in the greater community. We are grateful for the gifts of essential personal protective equipment such as face masks, goggles, and sanitizer, as well as tokens of appreciation for our residents and team members. Our communities have received countless gifts of flowers, candy, meals, snacks, as well as cards and letters with kind words of encouragement. These generous and thoughtful gestures have brought smiles to the faces of our staff and residents, and much needed encouragement during a very challenging time.

We are grateful for your tremendous support. Each gift, great or small, helps to preserve the legacy of our benefactress, Eliza Wallace Jennings, and ensure the resources to fulfill our mission, which states, in part, "...to affirm the dignity and individual worth of older adults and their right to attain the highest quality of life."

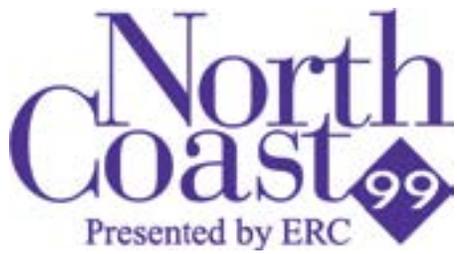




As a token of appreciation, Mt. Sinai Health Care Foundation delivered Girl Scout Cookies to team members at each of our Eliza Jennings communities.



Eliza Jennings was among the Mt. Sinai Health Care Foundation 2020 Maurice Saltzman Awardees honoring Cleveland's Health Heroes.



As we reflect on the past year, we celebrate the achievements that demonstrate Eliza Jennings' commitment to excellence. We are proud to be recognized by our industry peers and we are thankful to our dedicated Trustees, staff members, and volunteers for their commitment to our mission.

Awards & Recognition:

NORTHCOAST 99 | MT. SINAI SALTZMAN AWARD | DEVON OAKS BEST OF THE WEST

We are honored that Eliza Jennings was a Mt. Sinai Health Care Foundation 2020 Maurice Saltzman Award recipient. For more than 35 years, the Saltzman Award has been bestowed upon those who have made significant contributions in the fields of health and medicine. This year's award honored and recognized Health Heroes throughout Northeast Ohio who care for COVID-19 patients, serve and support at-risk populations, and perform duties necessary to meet health and safety needs in the most challenging of circumstances. The award acknowledges dedicated Eliza Jennings team members from all disciplines who work to protect the well-being of the older adults we serve. The award was presented in partnership with WKYC during a Channel 3 news broadcast. As a token of appreciation, Mt. Sinai representatives distributed Girl Scout Cookies for team members at each of our Eliza Jennings communities.

Eliza Jennings was recognized with the NorthCoast 99 Award from ERC, a human resources services provider. This was the eleventh time that Eliza Jennings received the award. Each year, ERC honors the 99 best workplaces in Northeast Ohio for their ability to attract, retain, and motivate outstanding employees through programs and benefits that exceed industry standards.

Devon Oaks Assisted Living was voted *Cleveland Magazine's* 2020 Best of the West winner in the Senior Living category, earning the honor for the third time. The annual Best of the West Awards recognizes Northeast Ohio organizations that demonstrate the high standard of quality expected by *Cleveland Magazine* readers.



Devon Oaks Assisted Living was recognized by *Cleveland Magazine* as the 2020 Best of the West Winner in the Senior Living category.

FINANCIALS

ELIZA JENNINGS SENIOR CARE NETWORK

Consolidated Statements of Operating Income

Fiscal Years Ended June 30, 2020, 2019, 2018, 2017, 2016 and 2015

Revenues	2020	2019	2018	2017	2016	2015
Resident Services	\$34,169,600	\$34,492,600	\$34,426,100	\$34,850,600	\$32,769,800	\$28,462,600
Earned Entrance Fees	2,338,700	2,314,600	2,390,600	2,474,300	2,180,400	2,186,500
Contributions and Bequests	958,000	754,300	484,000	611,800	564,500	570,100
Non-Resident Services, and bond reserve investment income	0	219,800	731,000	706,500	627,600	385,400
Total Operating Revenues	\$37,466,300	\$37,781,300	\$38,031,700	\$38,643,200	\$36,142,300	\$31,604,600
Operating Expenses						
Direct Resident Care	\$17,542,400	\$17,456,100	\$17,374,600	\$17,026,900	\$17,161,900	\$15,960,900
General Services and Utilities	4,038,800	4,147,900	4,236,500	4,052,400	4,084,900	4,125,300
Administrative Services	8,162,000	8,459,300	8,583,800	9,552,500	9,020,200	9,677,700
Interest Expense	1,235,200	1,617,300	2,284,900	3,430,000	3,376,500	3,435,900
Depreciation and Amortization	2,430,800	2,431,000	2,479,800	2,492,500	2,561,200	2,537,200
Total Operating Expenses	\$33,409,200	\$34,111,600	\$34,959,600	\$36,554,300	\$36,204,700	\$35,737,000
Operating Income (loss)	\$4,057,100	\$3,669,700	\$3,072,100	\$2,088,900	\$(62,400)	\$(4,132,400)
Capital Improvements and Property Additions	\$2,588,900	\$1,509,700	\$1,181,500	\$1,271,600	\$1,020,300	\$754,400

ELIZA JENNINGS SENIOR CARE NETWORK

Consolidated Balance Sheets

Fiscal Years Ended June 30, 2020, 2019, 2018, 2017, 2016 and 2015

Assets	2020	2019	2018	2017	2016	2015
Current Assets	\$13,041,400	\$8,973,600	\$6,759,400	\$16,433,100	\$10,401,100	\$8,659,100
Property, Net	24,957,800	24,951,900	28,113,000	29,135,900	30,333,400	31,675,400
Other Assets	20,687,100	18,332,500	17,837,300	11,889,300	16,961,000	17,620,300
Total Assets	\$58,686,300	\$52,258,000	\$52,709,700	\$57,458,300	\$57,695,500	\$57,954,800

Liabilities and Net Assets

Liabilities

Current Liabilities	\$9,118,300	\$7,695,400	\$7,436,600	\$31,179,600	\$9,590,300	\$7,026,700
Long-Term Debt	45,434,300	45,532,700	49,352,300	26,997,200	48,984,900	49,929,700
Other Liabilities	17,957,100	17,419,500	17,679,700	24,067,200	24,840,900	24,739,800
Total Liabilities	\$72,509,700	\$70,647,600	\$74,468,600	\$82,244,000	\$83,416,100	\$81,696,200
Net Assets (Liabilities)	\$(13,823,400)	\$(18,389,600)	\$(21,758,900)	\$(24,785,700)	\$(25,720,600)	\$(23,741,400)

Total Liabilities and

Net Assets	\$58,686,300	\$52,258,000	\$52,709,700	\$57,458,300	\$57,695,500	\$57,954,800
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CONTRIBUTORS

2020

\$10,000 OR MORE

Joseph Allotta Family
Anonymous
Estate of Cornelia Babcock
Mr. & Mrs. Richard Boyson Jr.
Douglas and Janet Brews Foundation
Ms. Marjorie Donley
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We are grateful to each of the individuals, foundations, and businesses who generously supported Eliza Jennings during this fiscal year. Your support is crucial to ensuring the continued fulfillment of our mission, which states, in part, "...to affirm the dignity and individual worth of older adults and their right to attain the highest possible quality of life."

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Eliza Wallace Jennings dedicated her resources to improve the quality of life of older adults in need of care. You can follow in the footsteps of our benefactress by making a gift to Eliza Jennings – a gift that will both honor her legacy and help to ensure the future of quality aging services.



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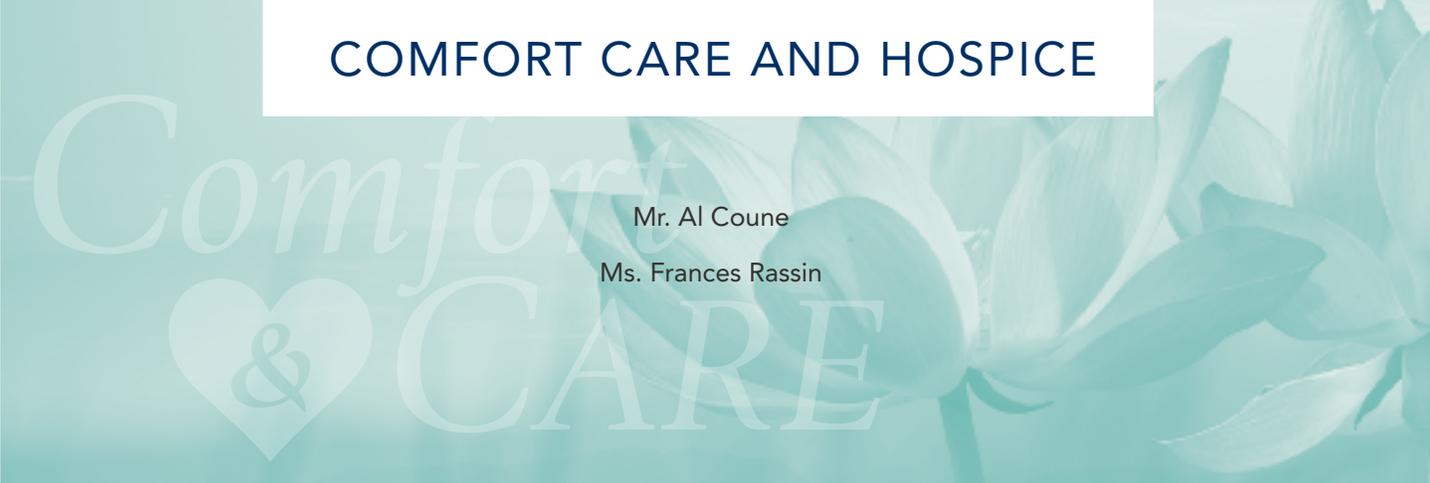
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Please report any errors or omissions to the Advancement Office at 440.540.4700.*

Living Our Legacy



Eliza Wallace Jennings

Eliza Jennings is one of the longest-standing aging services organizations in Northeast Ohio, established more than 130 years ago. We have achieved this milestone by remaining true to our mission, achieving the highest quality of life for the older adults we serve.

Our founder and benefactress, Eliza Wallace Jennings, dedicated her life to helping others through philanthropy and service. Born in Belfast, Ireland in 1809, Eliza immigrated to Ohio with her family in 1820. In 1829, Eliza wed Simeon Jennings, a successful banker, and they lived in his home town of Salem, Ohio until moving to Cleveland during the 1860's. The Jennings enjoyed a privileged life, and shared a great passion for philanthropy.

Simeon Jennings died in 1865, leaving his wife the sole heir to an estate worth more than \$1.5 million. Eliza dedicated her resources to lay the foundation for what would evolve more than a century later into the organization known by her name, Eliza Jennings.

Motivated by the plight of an elderly terminally ill friend in need, Eliza donated property and funds to the Women's Christian Association to establish a home to care for indigent and ill women. The Cleveland "Home for Incurable Women" at 10603 Detroit Avenue opened in 1888. Although Eliza Wallace Jennings died in 1887, her passion and philanthropy were such an inspiration that the home was renamed in her memory to the Eliza Jennings Home, which remains the flagship community at the original location in Cleveland.

Eliza Jennings' legacy of compassion, philanthropy, and service continues to guide and inspire us. Over the years, Eliza Jennings has grown to become a nationally recognized expert in aging services, offering the full continuum of residential, home, and community-based care and services. Our organization was among the forerunners of person-centered care, specialized memory support services, and health and wellness services to low-income adults residing in affordable senior housing. Eliza Jennings established Comfort & Care hospice services to offer support to individuals and families seeking end-of-life care.

At Eliza Jennings, our goal is to make aging the experience of a lifetime. We do everything possible to expand options and choices that support optimal well-being and quality of life for the individuals we serve. We look forward to a new season of growth as we continue the legacy established by our benefactress more than a century ago.



Philanthropy



Honoring Our Legacy | 1888 Legacy Club

In 1887, Eliza Wallace Jennings contributed the funds and property that helped to establish the home for ill and indigent women that would bear her name. You can follow in the footsteps of our benefactress by making a planned gift to Eliza Jennings – a gift that will both honor her legacy and help to ensure the future of quality aging services.

The 1888 Legacy Club was established to acknowledge those who make a planned gift to Eliza Jennings. Planned giving demonstrates a commitment to the mission of Eliza Jennings and the value placed on the care and services we provide.

There are several ways to leave a lasting legacy to Eliza Jennings. A gift made through a will, an annuity, or life insurance policy may be directed to Eliza Jennings. As a valued member of the 1888 Legacy Club, your name will be included on the 1888 Legacy Club donor plaque mounted in each Eliza Jennings community.

About Eliza Jennings

Eliza Jennings, a not-for-profit organization providing excellent care and services to older adults on Cleveland's West Side for more than 130 years, is a nationally recognized expert committed to helping people make the most of the aging experience.

Eliza Jennings communities include the Eliza Jennings Health Campus in Cleveland, the Renaissance Retirement Campus in Olmsted Township, and Devon Oaks Assisted Living community in Westlake.

Eliza Jennings offers a full spectrum of choices for older adults, including independent and assisted living, skilled nursing and rehabilitation services, respite care, hospice and palliative care and services, and adult day programs. Eliza Jennings also provides a full range of services to individuals in their homes, including skilled home health care and rehabilitation services.

Eliza Jennings offers a full range of memory support programs that engage older adults living with dementia, including Music and Memory® and music therapy. Non-pharmacological cognitive stimulation therapies help to improve the quality of life for older adults living with Alzheimer's disease and other dementias.

For more information about Eliza Jennings or any of our communities, programs, and services, please visit elizajennings.org.



Eliza Jennings Health Campus *Creating a Legacy*

In 1888, the Young Women's Christian Association of Cleveland (YWCA) erected a home for indigent and incurably ill women with funds from the estate of Eliza Wallace Jennings. In 1922, the Eliza Jennings Home became an independent, incorporated not-for-profit organization. A new building was completed and dedicated in 1925, and was expanded in 1955 with the addition of the Tomlinson Pavilion and in 1966 with the Laub Pavilion. In the 1980s, the home opened its doors to male residents, and a portion of the building was designated to provide full-time nursing care. A \$6.5 million, 72,000-square foot renovation of Eliza Jennings Home was completed in 2003. Acacia Place adult day program opened on the campus in 2004.





Renaissance RETIREMENT CAMPUS

The Renaissance Retirement Campus *Experience Premier Retirement Living*

To meet the growing need for care and services at all levels of the continuum, Eliza Jennings opened the Renaissance Retirement Campus, one of the first Life Plan Communities in Greater Cleveland, in September 1989. The Renaissance offers premier retirement living on a 100-plus acre, campus-like setting complete with ponds, beautiful landscapes, and a variety of wildlife and flora. As a Life Plan Community, the Renaissance provides the full continuum of care, from independent living villas and apartments, to assisted living apartments, skilled nursing services, and home health services if and when a resident requires additional support and care. The Renaissance offers residents peace of mind, knowing they have a home for life and access to additional care right on campus. Amenities include maintenance-free living, onsite social and educational programs and activities, a world-class dining experience, transportation and soon, a new fitness center. A newly renovated living room, tap room, and patio, offer an enhanced lifestyle.



Devon Oaks ASSISTED LIVING

Devon Oaks Assisted Living *Offering 24-Hour Comfort and Peace of Mind*

Devon Oaks Assisted Living in Westlake opened its doors in 2000 and provides a full range of residential services as well as a Memory Support Unit. Devon Oaks offers support and services for older adults who are no longer able to manage living on their own, but do not yet require extensive medical care provided through skilled nursing. Families enjoy peace of mind knowing that parents/spouses have access to 24-hour nursing care and assistance in a safe and secure, homelike environment.

Home and Community-based Services *Caring in the Community*

Eliza Jennings offers quality aging services to meet the needs of older adults who remain in their homes in the community-at-large, and provides support to help them maintain their independence and quality of life. Eliza Jennings at Home provides a full spectrum of home health care services, including skilled nursing and therapy, nurse practitioner house call visits, and clinic services.

Acacia Place Adult Day Center *Offering Support to Older Adults and their Caregivers*

Acacia Place adult day program opened in 2005 on the Eliza Jennings Health Campus in Cleveland. Acacia Place was designed to meet the needs of physically and cognitively challenged older adults living at home and help them live as independently as possible, by providing individualized

programming, social and life enrichment opportunities, nutritious meals and snacks, medications, and assistance with bathing and grooming. Transportation is available.

Comfort & Care Hospice Services *Providing Compassionate Support*

Eliza Jennings is committed to offering compassionate support to individuals facing advanced illness and end-of-life care decisions. Comfort & Care hospice services, established in 2017, is a member of Northeast Ohio Hospice, a joint venture together with Greater Cleveland not-for-profit organizations that share Eliza Jennings' commitment to excellence in resident-centered care. Comfort and Care hospice services provide choices that sustain dignity and autonomy, and enhance comfort and quality of life during a difficult time.



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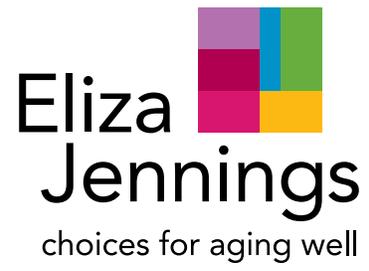
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